



# Customer Success Manager (w/m/d) (Full-Time)



<b>Job Title:</b> Customer Success Manager	<b>Company Focus:</b> Digitization of construction projects and processes with virtual reality tours and 360 images
<b>Experience:</b> Junior /Mid-Level	<b>Company Location:</b> Hanbrucher Straße 40, 52064 Aachen
<b>Type of Employment:</b> Full-time/Part-time	<b>Company Size:</b> 50+ employees
<b>Work Location:</b> Remote or Aachen	<b>Tools:</b> Salesforce, Jira, Slack, Google Services

## About bitstars/HoloBuilder

bitstars is a young team and fast-growing StartUp from Aachen. We are revolutionizing the construction industry with our software solution *HoloBuilder*. With HoloBuilder, construction companies create virtual reality tours of their sites and thus document construction progress, highlight defects, take measurements and much more. Although we first founded the bitstars GmbH in 2013 we now mainly run by the name of our software HoloBuilder. Due to our international client base and our San Francisco based office, opened in 2015, our main business language is English.

## Your role in our team

This is a hybrid role that will split time between customer onboarding, quarterly reviews and educating them on workflows, partnering with the sales team to drive upsells and build the HoloBuilder brand. This position will be best suited for a detail-oriented, strategically-minded and process driven individual who can also empathize and understand customer's requirements and needs to grow on an account level. The most successful people in this role will always put the customer first and have a passion about the construction sector.

## Your main responsibilities

- Drive smooth onboarding processes to ensure each new customer successfully launches the platform.
- Ensure that defined success plans are established to support the customers' product adoption and expansion.
- Organize and hold extra training and webinars to deepen product knowledge on a larger scale.
- Troubleshoot, record & follow up on top tier customer issues and communicate customer feedback to the team.
- Define, document, and scale the processes we use to make customers happy.

## What we are looking for

- 1+ years of customer management experience (preferably in SaaS) and/or construction operations experience
- Ability to work independently and as a team member in a very entrepreneurial environment.
- Fluent English, written and spoken.
- A positive working attitude, excellent interpersonal, communication, and problem-solving skills.
- Client focused mindset with an ability to understand customer requirements and identify expansion opportunities.
- Bonus points:
  - Multilingual, e.g. with fluent German, Spanish, French, Chinese and/or Japanese (written and spoken).
  - Interest in the construction (technology) industry for better understanding of our customers.
  - Willingness to travel to customer meetings or exhibitions.

## What else to know about us

We put a lot of focus on working together as a team, to have a good office culture and set each other up for success. We like having team activities currently all digital such as game nights, movie nights, meditations etc. Of course participation is always optional. We do offer remote work and support this with multiple tools to keep communication up like Slack, Zoom and Discord. Apart from the fact that we are a nice and cheerful team, our hierarchies are flat - your opinion matters for us. Do you find yourself in this job advertisement and would you like to become a part of the HoloBuilder family? Then apply at [work@holobuilder.com](mailto:work@holobuilder.com). If you have any further questions, Kristina will be happy to assist you at **+49 241 97908049**.